

2025-2028 CULTURAL SAFETY, DIVERSITY, EQUITY, AND INCLUSION PLAN



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PURPOSE:

The Trail Association for Community Living (TACL) is committed to creating and maintaining an inclusive, equitable, culturally safe, and person-centered environment for all persons served, families, caregivers, personnel, volunteers, board members, and community partners.

TACL recognizes and values the diversity of the communities we serve and acknowledges that cultural identity and lived experience influence how individuals access and experience supports and services. TACL is committed to ensuring services are respectful, responsive, trauma-informed, culturally safe, and free from discrimination, harassment, and systemic barriers.

This plan aligns with current Canadian practices and applicable standards:

- Cultural competency and diversity
- Accessibility and inclusion
- Equity and anti-discrimination
- Workforce development
- Person-centered services
- Rights of persons served
- Community participation and belonging
- Continuous quality improvement

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DEFINITIONS:

Cultural Competence refers to the ability to understand, communicate with, and interact effectively with people from diverse cultures, identities, backgrounds, and lived experiences.

Cultural Safety focuses on creating environments where individuals feel respected, emotionally safe, valued, and free from discrimination or bias.

Diversity includes culture, ethnicity, Indigenous identity, language, religion, gender identity, sexual orientation, age, family status, disability, socioeconomic background, and lived experience.

Equity means ensuring fair access to opportunities, resources, accommodations, and supports.

Inclusion means creating welcoming environments where all individuals feel respected, valued, heard, supported, and able to fully participate.

GUIDING PRINCIPLES:

TACL is committed to:

- Respecting the dignity, rights, individuality, and self-determination of all persons served.
- Providing culturally responsive and trauma-informed supports.
- Promoting diversity, equity, accessibility, and inclusion throughout the organization.
- Ensuring services are person-centered and reflective of individual preferences, beliefs, values, and communication needs.
- Supporting recruitment, retention, and development of a diverse and culturally competent workforce.
- Identifying and reducing systemic barriers and discrimination.
- Engaging persons served, families, personnel, self-advocates, Indigenous communities, and stakeholders in planning and evaluation processes.
- Supporting Truth and Reconciliation principles and ongoing learning related to Indigenous cultural safety in Canada.
- Promoting belonging, community participation, and equal access to opportunities.

WORKFORCE DEVELOPMENT AND TRAINING:

TACL recognizes that ongoing education is essential to maintaining culturally safe and responsive services.

Training opportunities may include:

- Cultural competency and humility
- Indigenous cultural safety
- Trauma-informed practice
- Inclusive communication
- Accessibility and accommodation
- Diversity, equity, and inclusion
- Mental health awareness
- Person-centered practices
- Human rights and advocacy
- Anti-bullying and anti-harassment practices

Training may be delivered through orientation programs, workshops, webinars, professional development events, online learning platforms, team meetings, newsletters, and community partnerships.

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RIGHTS AND ACCESSIBILITY:

TACL is committed to protecting and promoting the rights of persons served in accordance with:

- Canadian Charter of Rights and Freedoms
- British Columbia Human Rights Code
- Accessible British Columbia Act
- United Nations Convention on the Rights of Persons with Disabilities (CRPD)
- Community Care and Assisted Living Act
- CARF standards and ethical practices

TACL will:

- Promote awareness of rights and responsibilities
- Provide accessible complaint procedures
- Ensure accommodations are available when needed
- Support individuals in making informed choices
- Promote dignity, privacy, inclusion, and self-determination

QUALITY IMPROVEMENT AND REVIEW:

This plan is a living document and will be reviewed annually by leadership and the Board of Directors as part of TACL's continuous quality improvement process. Review activities may include:

- Feedback from persons served and stakeholders
- Personnel surveys
- Accessibility reviews
- Training participation tracking
- Complaint and incident trend analysis
- Review of demographic information

Updates will be made as needed to ensure alignment with current standards, Canadian legislation and best practices, community needs, and organizational priorities.

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Overall Objective/Goal	The Desired Outcome	Applied To	Activities	Responsibility
TACL will have a cultural competency and diversity plan that identifies how the organization will work to achieve and monitor effectiveness of the plan. (CARF standard 1.A.5 a-d)	TACL has an enhanced commitment to having cultural competency inclusive of culture, age, gender, sexual orientation, spiritual beliefs, socio-economic status, and language.	All-persons served, personnel and other stakeholders.	Applying CARF standard 1.A.5 (a-d) in all we do. Implementation of Cultural Competency and Diversity Plan. Diversity goals are tracked and monitored.	Executive Director & Board of Directors.
To create a safe and inclusive environment that fosters respect for, and acknowledgement of different needs and approaches.	To have TACL welcoming and accessible to all. TACL will create a safe and supportive space for the Board of Directors, staff and others to explore diversity issues. Increase the level of staff cultural competence.	All-persons served, personnel and other stakeholders.	Annual inspection of facilities to assess accessibility and cultural friendliness. Periodic changes in décor to reflect diversity and cultural friendliness. Provide regular communications about cultural competency. Provide (when possible) diversity training opportunities.	The Executive Director and Board of Directors / TACL plans on creating and developing a Cultural/Diversity Committee composed of members of the Self advocacy group/TACL Staff /Parent Advocate and Management Rep October 2023
To adhere to the legal acts that guides all actions of TACL. Specifically, but not limited to the Canadian Charter of Human Rights and Freedom. (1982); the Canadian Multiculturalism Act (1970) and Provincial Acts including the Child and Family Services Act of BC and the Labour Relations Act; United Nations Children’s Bill of Rights.	All persons served and all staff have a working knowledge of the legal guidance for all our work and actions.	All – Board and Personnel.	<ol style="list-style-type: none"> 1. Posting of Canadian Charter of Human Rights. 2. Include information of Rights in publications for those served. 3. Establish and monitor client rights concerns and complaints. 4. Annual review of personnel management including the implementation of fair hiring practices, assessing the diversity of our staffing. Affirmative action and equal opportunity policies and procedures. 5. Develop a human resources strategy to retain and recruit staff who come from culturally diverse background and who are culturally 	Executive Director/ Quality Assurance Manager

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Overall Objective/Goal	The Desired Outcome	Applied To	Activities	Responsibility
			competent and have a working knowledge about diversity.	
TACL will acknowledge the diverse perspectives of children, youth, and families and incorporates these into all programs and services.	Individual cultural differences will be recognized in individual service plans. A diversity lens will be used in our approach that focuses on individual specific needs.	All personnel.	<p>TACL annually monitors the demographics of those served for demographic diversity.</p> <p>In our client feedback questions we will ask if those served felt safe, (comfortable). From this monitoring TACL will identify if there needs to be changes in staffing (to be culturally reflective of the population we serve.) or additional training/education required..</p> <p>All persons served plans/Intake forms addresses and documents cultural variables including culture, age, gender, sexual orientation, spiritual beliefs, socio-economic status and language to address diversity (oppression etc.). TACL seeks advice from community partners/funders strategic planning/ Self advocate group / monthly planning meeting with Persons served /surveys when planning and implementing services.</p> <p>TACL will have written policies and procedures reviewed annually that address individual and systemic discrimination/harassment. TACL will (as need is identified) consult with someone with cultural competence expertise to create policies and procedures.</p>	Executive Director and all Personnel.
To be aware of and understand different communication needs for all we serve.	Communication needs for all will be respected with unique needs addressed.	All Personnel	<p>In all publications and development of policies apply awareness of different communication needs. Promotional materials will be culturally appropriate, translated, user/child friendly, easily accessible and be in a variety of formats.</p> <p>Provide regular education on communication barriers and</p>	Executive Director and all Personnel.

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Overall Objective/Goal	The Desired Outcome	Applied To	Activities	Responsibility
			<p>solutions to ensure effective communication.</p> <p>All forms – consent for service, release of information, rights will be translated into other languages as needed, or have access to interpreter services and/or development of visual communications.</p> <p>Key documents will be translated based on changing demographics.</p> <p>Each program will decide which documents need to be translated or modified to meet needs of persons served.</p>	
To provide access to interpreters as required.	A list of available interpreters and the languages they can communicate in.	TACL will further develop a protocol on access to use of translation services for key documents and for persons served.	Develop a protocol/ November 2023	Executive Director/QA Coordinator
To improve interpersonal communications within TACL and Community.	Improvements to our Website. Use Ceridian system to communicate with staff.	Staff, stakeholders and persons served	<p>Provide cultural competency training/education.</p> <p>Development of strategic processes to promote effective communications amongst staff.</p>	Executive Director
To align governance, administrative and program policies and procedures with culturally competent principles and practices.	Completed annual planning	Board and management team	<p>Annual review of governance, human resources and program policies and procedures.</p> <p>Review the strategic plan and revise as needed to reflect TACL’s commitment to cultural competency and diversity.</p> <p>Re-enforce of understanding and following our written codes of conduct.</p> <p>In recruitment of board members, the board may choose to recruit members so membership on the Board of Directors reflects/represents the diversity of those served by TACL.</p>	Executive Director and Board of Directors
	Personnel that are knowledgeable	For Board of Directors and all	TACL will develop a cultural competency training plan using a	Executive Director and all

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Overall Objective/Goal	The Desired Outcome	Applied To	Activities	Responsibility
<p>To create opportunities for increasing personnel knowledge and competency on cultural safety, cultural awareness and diversity of our community.</p>	<p>and able to provide services that consider social, health and economic barriers that can affect one's well being.</p>	<p>Personnel.</p>	<p>strength-based approach to increase competencies.</p> <p>TACL will provide annual reinforcement of cultural competency and diversity training through a variety of means such as newsletters and access to publications.</p> <p>Provide during Employee orientation an overview of cultural competency and diversity.</p> <p>Employees will record cultural competency and diversity workshops attended or sought on performance evaluations.</p> <p>TACL will provide training about cultural competency and diversity at employees' request through professional development days/events/ web - based resourses/strategic planning</p> <p>Provide opportunities for staff to have knowledge of the social determinants of health and social disparities.</p> <p>Provide opportunities for staff to access professional literature that relates to cultural competency and diversity.</p>	<p>Personnel</p>

APPROVAL

Executive Director: _____

Board President: _____

Date: _____